

# Vendor Profile Management

Vendor / Supplier Portal



Web**Procure**™ powered by

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To edit your company's vendor profile in **MissouriBUYS**, go to the **MissouriBUYS** website (<a href="https://missouribuys.mo.gov">https://missouribuys.mo.gov</a>) and click **Login**.



Enter your established Username/Email Address and your Password in the Web**Procure** window and click **Log In**. **MissouriBUYS** is powered by Web**Procure**, through the state's partner, Perfect Commerce.

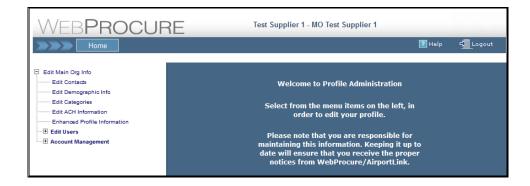


From the **Home** page, select the User Menu dropdown (located on your name at top right corner) to add or edit user and organization information.

Select the **Edit Profile** option.



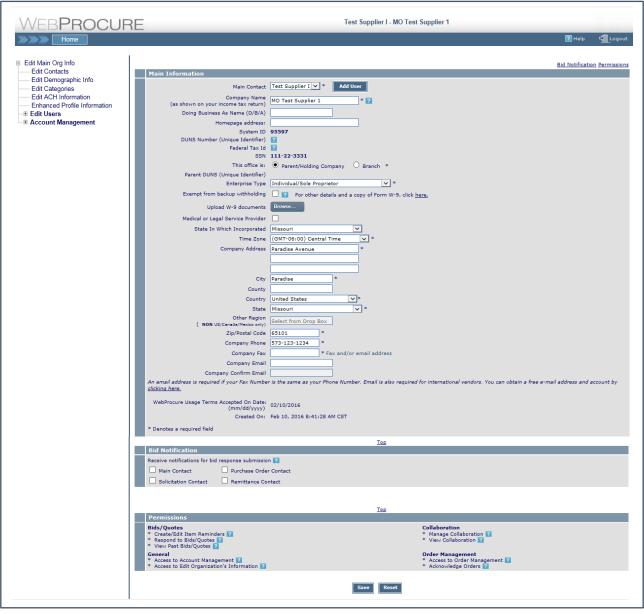
The Profile Administration page will display.



# Edit Main Organization Info

Select the **Edit Main Org Info** option from the menu tree on the left and the **Main Information** page will display.





On the **Main Information** page you can view all of your organization's contact information, make updates, and/or verify your organization's general information. Required information is noted with an asterisk (\*). Enter any updated or additional information regarding your organization in the desired field.

**Company Name:** This field will contain the information that was entered during your initial registration in the 'Legal Name of Entity/Individual or DBA Name (if registering as a Branch)' field. If this vendor record is for the Parent/Holding Company, the Legal Name of the entity/individual must match, excluding punctuation, the entity/individual name on record with the IRS for your Tax Identification Number. If you file with a Social Security Number, you must enter your Legal Name, excluding punctuation, exactly as you enter it on your Federal Tax Return.

If your company has a DBA and you are editing your DBA record (i.e. not your legal name vendor record), this field will contain the DBA Name that was entered when registering as a Branch/DBA. If your DBA Name contains punctuation, the punctuation must be excluded.

**Doing Business As Name (D/B/A):** The State of Missouri buying organization does not use this field in Web**Procure**. If your organization has a DBA, and your organization will <u>only</u> be doing business with the State of Missouri under your DBA name, you will only need to register once in **MissouriBUYS**. Originally, the state required a vendor registration record in **MissouriBUYS** for the DBA's parent/legal entity name and then a separate vendor registration record for the DBA name which should be registered as a 'branch' office. A second registration under your legal entity name is no longer required as of August 2016. However, the legal name and the DBA name <u>must</u> both be listed on the W-9 with the correct tax ID associated with the legal name. In addition, the DBA name must be registered using that same tax ID number.

**Change of Address:** If you are editing your main address in **MissouriBUYS**, you will also need to edit the address for your **Main Contact**, **Purchase Order Contact**, **Solicitation Contact**, and **Remittance Contact** if the change of address is applicable to those contacts as well. Any address change made on the **Main Organization Information** page <u>will not</u> automatically update the addresses on the **Contacts** page of your vendor profile. Please see the **Edit Contacts** section on how to update these fields.

Please also note that changing your main address in **MissouriBUYS** on the **Main Organization Information** screen <u>will</u> <u>not</u> automatically change the address where your payments are received. To change the Remit To/Payment Address associated with your vendor record for the State of Missouri, you need to update your **Remittance Address** in **MissouriBUYS**. To update your Payment/Remittance address, select **Edit Contacts** in the menu tree and scroll down to the **Remittance Contact Information** section. Click **Save**.

The following **Main Information** fields **cannot** be changed via Profile Management:

DUNS Number Federal Tax ID Number (FEIN) Social Security Number

To make modifications to a DUNS number, FEIN, or Social Security Number, contact Perfect Commerce's Web**Procure** Technical Support at (866) 889-8533 or WebProcure.Support@perfect.com.

In the upper right corner, two links are available: **Bid Notification** and **Permissions**. Clicking on either link will take you directly to that section of the **Main Information** page.

#### **Bid Notification**

The **Bid Notification** section allows the vendor to select a contact(s) that will receive bid submission email notifications.

Note: Vendors responding to bids electronically through MissouriBUYS need to edit this section of their vendor profile in order to receive an automated confirmation that their electronic bid response was successfully submitted to the state. There are four contacts that can be chosen to receive notifications; i.e. Main Contact, Solicitation Contact, Purchase Order Contact and Remittance Contact.



#### **Permissions**

All Permissions for the vendor organization will be enabled by default during your company's initial registration. Additional information on Permissions that can be assigned to users can be found under the 'Edit Users / Add New Users' section of this document.



Click **Save** to apply the modifications to the Vendor Profile before leaving the **Main Information** page. The **Reset** button will return changes to the previously saved information.

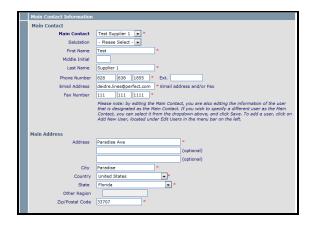
#### **Edit Contacts**

Click the **Edit Contacts** option from the menu tree.



The four **Contact Information** sections will display:

Main Contact Information section
Purchase Order Contact Information section
Solicitation Contact Information section
Remittance Contact Information section



Required information for each section is indicated with an asterisk (\*). Enter/edit the organization's contact information in the appropriate section(s).

If the Purchase Order, Solicitation, and/or Remittance Contact is the same as the Main Contact, simply click the Copy Main Contact button and Copy Main Address button in each section respectively. This transfers the Main Contact and Main Address information into that section.

**Change of Address**: If you are editing an address in the **Edit Contacts** section of your vendor profile, you will also need to edit the Company Address on the **Main Organization Information** page if the change of address is applicable to your main contact. Any address change made on the **Edit Contacts** page <u>will not</u> automatically update the address on the **Main Organization Information** page of your vendor profile.

Note: If you change your Remittance Address in MissouriBUYS, your change(s) <u>WILL</u> automatically update the 'Payment/Remit To' address associated with your vendor record for the State of Missouri.

When all modifications have been made for the **Edit Contacts** page, click **Save** to maintain the changes. Click **Reset** to return the changes to the previously saved information.

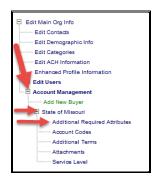
# Edit Demographic Information

Each Buying Organization in Web**Procure** has the ability to collect customized information from their vendor community. Missouri does not currently require vendors to answer the questions that will appear on the **Company Information** screen that appears when you click on **Edit Demographic Info**.

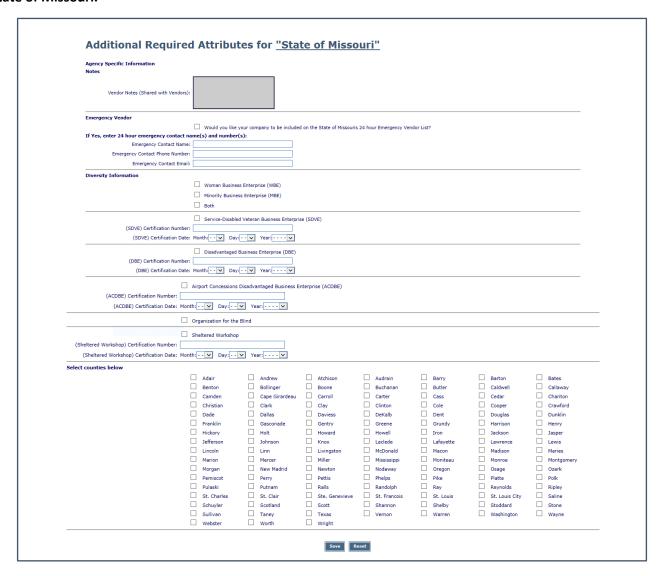


The demographic information used by the State of Missouri is located on the 'Additional Required Attributes' screen which is located under 'Account Management.' The Additional Required Attributes screen can be accessed via the following path:

Expand Account Management (click on + sign)
Expand State of Missouri (click on + sign)
Click on Additional Required Attributes



Review and complete the required fields in the following **Additional Required Attributes** screen for the State of Missouri. During initial registration, a Missouri map was visible and vendors had the ability to select regions in which they provide products and services. Once registered, vendors can edit their service territory by clicking (or unclicking) the counties in which they operate. Vendors are encouraged to complete these **Additional Required Attributes for "State of Missouri."** 



Click **Save** to maintain changes. Click the **Reset** button to return changes to the previously saved information.

# Edit Categories (Commodity/Service Codes)

Buying organizations use commodity classification codes to identify suppliers for specific items or services and to provide notices of new solicitations. If you do not select the commodity/service categories applicable to what your organization provides, you WILL NOT receive automated notices of new solicitations through MissouriBUYS.

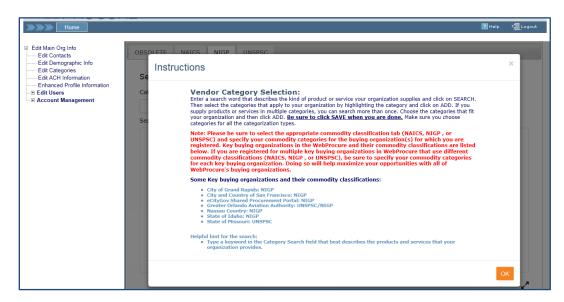
Select the Edit Categories option from the menu tree. The Select Categories page will display.



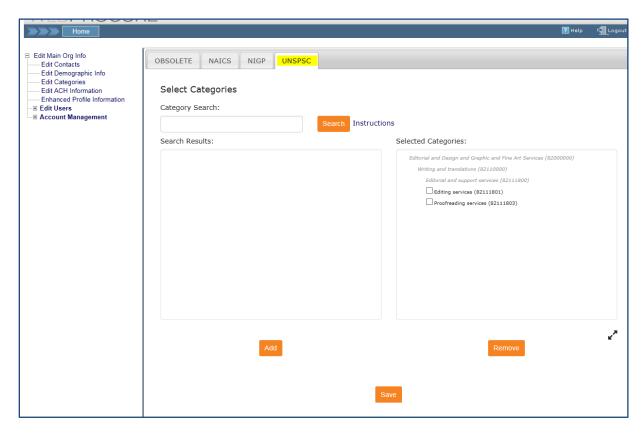


The WebProcure system defaults to the NIGP standard (denoted by the open NIGP tab).

As noted in the **Instructions** (i.e. link located next to the **Search** button), **the State of Missouri utilizes the UNSPSC** commodity code classification.



To select UNSPSC commodity/service code(s) in **MissouriBUYS**, click on the **UNSPSC** tab (highlighted in the next screen shot). Any UNSPSC code(s) selected during initial registration will automatically populate on the screen under **Selected Categories**.

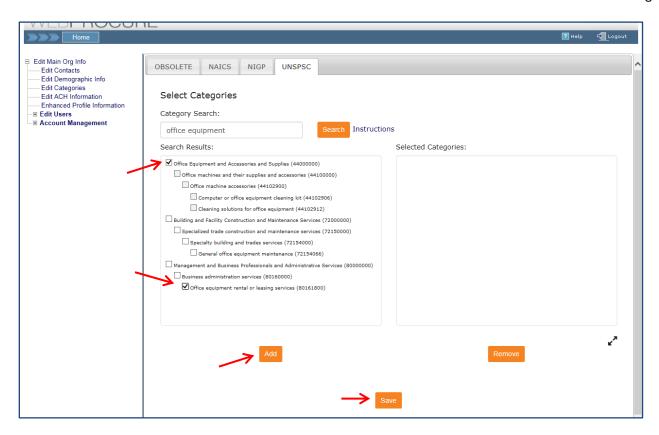


The UNSPSC commodity classification structure includes four levels of hierarchy. In **MissouriBUYS**, you can select the top level commodity category or related sub level categories to associate with your vendor profile based on the products/services you provide.

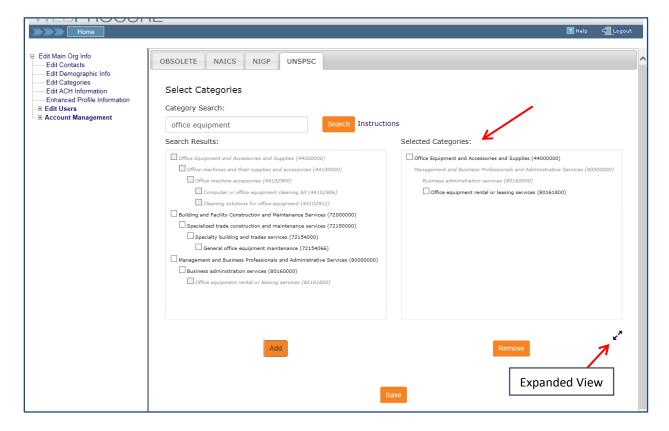
Selecting applicable UNSPSC code(s) will enable your organization to receive automated email notification of bid opportunities posted by State of Missouri agencies and entities based on commodity code matches. It will also make your organization easier to find when Missouri's entities are preparing to make a purchase. It is recommended that you select at least one UNSPSC code. If you do not wish to receive solicitation notifications, enter 'Unknown' in the search box, click **Search**, click on one of the 'Unknown' check boxes, click **Add**, and click **Save**.

To search for an UNSPSC code, enter a Keyword into the **Category Search** field that best describes the commodity and/or service(s) that your organization provides and click **Search**. The search results will include all categories that contain your search entry.

Select the applicable category or categories from the **Search Results** section by putting a check next to the appropriate commodity code(s) and clicking **Add.** Click **Save.** 



The selected category/categories will now appear in the **Selected Categories** section of the page.



Please note that when selecting a top level Commodity Category in the **Search Results** field, you will be unable to individually select any sub level subcategories appearing under the top category level. When you select and save a top Commodity Category to your vendor profile, you will receive automated bid notifications for any bid solicitation(s) that matches the top commodity category and any of the sub level categories appearing under the top category. If you select a sub level category, the higher level commodity category name(s) will appear in gray in the **Selected Categories** section above the subcategory selected (as shown above).

Repeat the above Commodity Category selection process until all appropriate categories appear in the **Selected Categories** section for your organization. Scroll bars in the **Search Results** and **Selected Categories** sections will enable you to scroll up and down to help you select and review commodity categories.

To remove a currently selected commodity code, click on the commodity category and click **Remove.** The removal process happens instantly without confirmation. Click the **Save** button located at the bottom to maintain changes.

Clicking on **Expanded View** will enable you to more easily view a complete listing of all the commodity and service codes that are currently selected for your organization. In order to use **Expanded View**, you must first save any changes or additions that were made to the **Selected Categories** list. Click on the in the upper right hand corner to close the **Expanded View** screen.

You can also search for your appropriate commodity/service code(s) by going to <a href="www.unspsc.org">www.unspsc.org</a>. Click on the Search-Code tab, and enter a keyword in the Search Title field. When searching for an UNSPSC code(s), you may need to consider a hierarchical index to find your code(s); i.e. to find 'canned tuna' you may need to enter the word 'fish' first. Please note that the UNSPSC website has a newer version of the UNPSC commodity code set. This means that codes found on the UNSPSC website may not be available for selection when registering in MissouriBUYS.

### **Fdit ACH Information**

Select Edit ACH Information option under Edit Main Org Info.



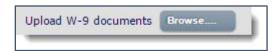
Note: A W-9 must be attached for your organization on the **Main Organization Information** page before the ACH Information screen is available. The following message will appear if a W-9 form is not on file and you are trying to Enter or Edit your ACH Information.

A completed W-9 form is required before you may enter your ACH / Direct Payment information. Please upload your completed W-9 form by selecting "Edit Main Org Info" in the navigation menu.

If you need an IRS W-9 Form to complete and upload to **MissouriBUYS**, click <u>here.</u>

### W-9 Form (Add / Edit)

If you need to attach a W-9 Form to your profile, go to the **Edit Main Org Info** option on the menu tree. Go to **Upload W-9 documents** and select the **Browse** button to navigate to the local or network location of your completed and signed W-9 form.



The Choose File to Upload window opens. Select the file and click Open.



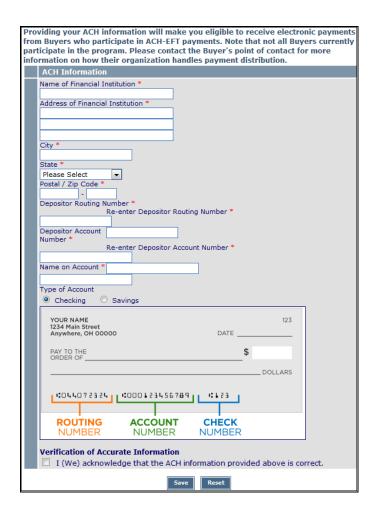
The Choose File to Upload window will close and the selected file will display inside the W-9 Form Request for Taxpayer Identification Number and Certification section.

Once the form has been successfully added, the **Browse** button will change to an **Update** button. If the W-9 needs to be changed, simply select the **Update** button and select a new document to upload.



The currently uploaded file name displays as an active hyper link and may be selected to open and view the document.

Once a completed W-9 is on file, you can complete the available fields to establish the ACH Information.



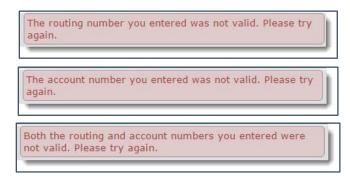
### **Editing ACH Information**

To update your existing ACH information in **MissouriBUYS**, you will first be required to enter in the previously saved routing and account information. This provides an additional layer of security to ensure the information is sufficiently protected. Click **Update** and the following window will open:



Enter in your currently saved banking information including **Routing Number** and **Account Number**. Click **Submit**. If the information does not match what is currently saved in the system, an error message will display, advising you of the incorrect information.

Sample images of possible error messages are shown below:



Re-enter your currently saved banking information again. Once it matches what is on file, you will be able to edit your ACH information.

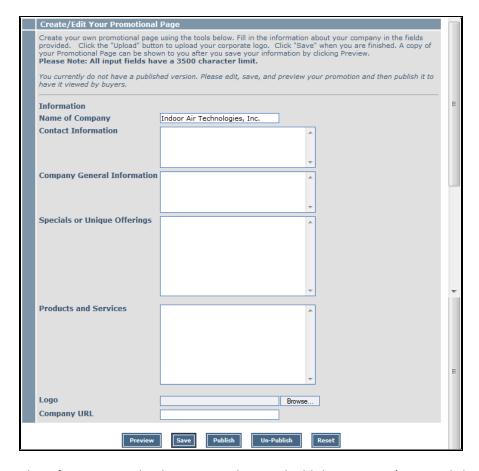
Click **Save** at the bottom of the page to save any changes made before leaving the page. **Reset** clears information and discards any unsaved data entry or changes.

### **Enhanced Profile Information**

The State of Missouri does not require vendors to provide information on the **Enhanced Profile Information** screen. Vendors can **Create/Edit Your Promotional Page** to provide customer-focused information to buying organizations through your profile. The information will be displayed to buyers when they select your **Supplier (Vendor) Name** or the **Supplier Information** icon within the Web**Procure** system.



The Create/Edit Your Promotional page will populate on the screen.



Vendors can customize the information, upload a company logo and add the company's URL. Click **Save** to retain changes without pushing the promotional page out to the Web**Procure** system. The vendor must click **Publish** to submit the information on the promotional page in the Web**Procure** system. Once published, it will be visible to buyers in all buying organizations in the Web**Procure** system. Click **Preview** to see how the information entered will appear to buying organizations. Click **Un-Publish** to make edits to the entered information. Click **Reset** to clear any edits without saving.

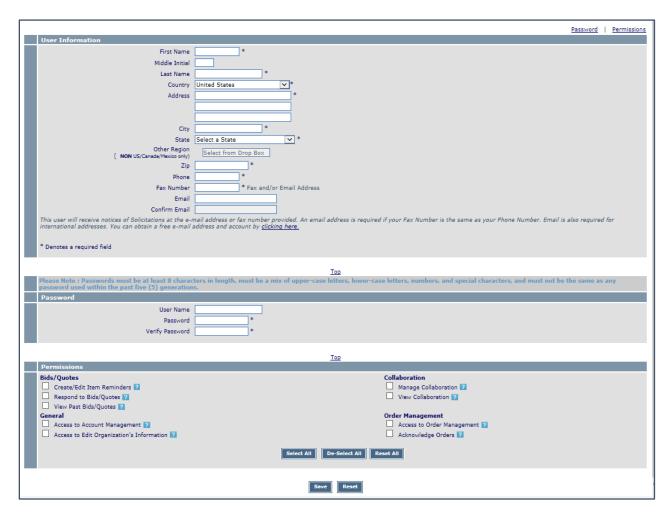
# Edit Users (and Add Users)

An existing user(s) may be edited and/or a new user created under Edit Users in the menu by clicking on the plus sign to expand the **Edit Users** options.



#### Add New User

To add a new user to your vendor profile, click on **Add New User** under **Edit Users** in the menu. The **User Information** page will open.



The required information fields are noted with an asterisk (\*). Enter all of the information for the user. Be aware that the user will receive notices of solicitations at the email address or fax number entered provided the company's profile contains commodity/service code(s) and the user has been given permission to receive notifications of solicitations. An email address is required if the Fax Number is the same as the Phone Number. The email field is also required for international addresses.

### User Credentials (User Name and Password)

Create the **User Name** for the new user. The **User Name** is not case sensitive; however, **User Names** must be unique in the Web**Procure** system. It is recommended to use the person's *first initial and last* name (i.e. jsmith). If the **User Name** entered is not unique, an error message will be displayed at the top of the page in red.



**Password**: Type in a **Password**. The **Password** field is case sensitive. Passwords must be at least eight (8) characters in length; cannot contain the User Name or the word 'password;' and must contain a mix of upper and lowercase letters, numbers, and special characters. Passwords cannot be the same as any of the five previous passwords.

If a user exceeds a limit of five (5) consecutive login attempts, their account will be locked and will require an administrative user to reset their password. To request a password reset, a user can send an email to MissouriBUYSSecurity@oa.mo.gov or call (573) 751-2971.

#### **Permissions**

Select the required permissions for the user profile being created. The following permissions are available for assignment to a new user's profile:



#### Bid/Quotes

- Create/Edit Item Reminders Allows users to create and edit line item reminders.
- Respond to Bids/Quotes Allows users to respond to Formal (Bids) and Informal (Quotes) Solicitations.

  Please note: When the permission to Respond to Bids/Quotes is assigned to a new user or added to an existing user, an advisory message will display:
  - "This permission should only be granted to actual persons, not 'generic' users or accounts. This permission grants the user the ability to respond on behalf of your organization, legally binding your company to the response. The user's unique login serves as an electronic signature for such transactions in the system. Click 'Continue' to verify your understanding and grant the user this permission. Otherwise, click 'Cancel'."
  - By selecting 'Continue,' your organization is acknowledging that this user has permission to respond to a solicitation on your behalf. Those solicitation responses will be considered 'electronically signed' by your organization.
- View Past Bids/Quotes Allows users to view finalized or closed solicitations.

#### General

Access to Account Management - Allows users to access the Account Management area to manage buying
organization relationships which would include being able to update the 'Additional Required Attributes' for the
State of Missouri.

• Access to Edit Organization's Information - Allows users to access Profile Management and perform edits to the organization's main profile and the user profiles.

#### Collaboration

- Manage Collaboration Allows users to post questions to the Questions & Answers section of the Collaborate page. It also allows users to view the Bulletin Board topics.
- **View Collaboration** Allows users to view the Questions & Answers as posted by suppliers and buying organizations for a solicitation.

#### Order Management

- Access to Order Management Users with this permission will see the Orders section on the landing page as well as have access to the Orders listing page.
- Acknowledge Orders Users with this permission will allow the user to acknowledge an order or flag the order as pending.

Simply check the box next to the permission that should be assigned to the new user.

To assign all displayed permissions to the new user, click **Select All**.

To remove all assigned permissions from the new user, click **De-Select All**.

**Reset All** clears assigned permissions and reverts to last saved settings.

**Reset** clears all entered data and assigned permissions without saving.

Click **Save** to complete the process of adding a new user. Once a new user is saved, the page will refresh to display a new section called **Status**. By default, the **Status** is **Require Password Change on Next Login.** When the new user logs into the system successfully for the first time, the user will be prompted to create a new password that is meaningful to them. You cannot manually change their account **Status** to **Active**. Once the new user logs in and changes their password, the system will automatically update their profile **status** to **Active**.



You can change a user's profile to **Suspended**, should their access to Web**Procure** be placed on hold or removed. This **Status** of **Suspended** will also occur automatically if they lock their account due to a number of unsuccessful log in attempts.

Once the new user is added, their name will appear inside the **Edit Users** section of the menu tree.

### **Edit Existing User**

Expand the **Edit Users** option in the menu and click on the User's name under **Edit User.** The User's profile will populate. All fields are available for modification except the User Name. The User Name is permanent and is tied to historical activities for the profile and solicitation transactions.

In the upper right corner, three links are available: Password, Permissions and Status.

**Password**: A user's password may be changed or reset at any time. To change a user's password, type the new password in the **Password** and **Verify Password** fields. The **Password** field is case sensitive.

**Permissions**: The user's currently assigned permissions are displayed. Make edits as needed. To remove an assigned permission, simply check the box to the left of the permission name to clear the check mark.

Status -- Available User Statuses are:

- Active User is active with access to the system.
- Suspended User profile is not active and the user has no access to the system.
- **Require Password Change on Next Login** User profile is active but has not logged into the system. Upon first login, the user will be required to establish a permanent password that is not shared.

Click **Save** to maintain the changes.

#### Delete User

To remove a user for your organization, click on the user's name under **Edit Users**. Scroll to the bottom of the **User Information** screen that populates and click **Delete User**. A confirmation message will display:



To proceed with removing the user from the Web**Procure** system, click **Confirm Deletion**. To end the deletion process and keep the user's profile in the system, click **Cancel**.

# **Account Management**

Expand the **Account Management** option from the menu tree.

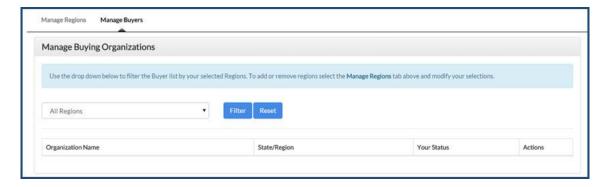


## Add New Buyer (Adding Missouri as a Buying Organization in Web**Procure**)

If you registered as a vendor in Web**Procure** through the **MissouriBUYS** website, you will not need to add Missouri as a Buying Organization. The State of Missouri should already appear under Account Management in the expanded menu.

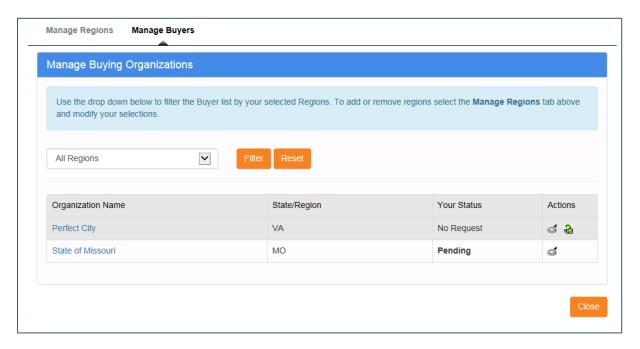
If your organization is already a registered vendor for a different buying organization in Web**Procure** and you need to add the State of Missouri to your profile, a new Buyer Account can be added by a user(s) with the appropriate permissions.

Click **Add New Buyer under Account Management**, and the **Manage Buying Organizations** window will open to the **Manage Buyers** view.



Click on the **Manage Regions** tab at the top. All states will populate. Check the box next to **Missouri** and hit **Save** at the bottom of the screen.

Click on the Manage Buyers tab at the top, click on Filter, and your Available Buying Organizations will display.



Click on the green question mark and in the Actions column for the State of Missouri. For Missouri, this will open the state's Terms and Conditions. Once you click to Accept the State of Missouri's Terms and Conditions, an approval request will be sent to the buyer that your organization would like to conduct business. The Your Status column will automatically update to Pending and the Send Approval Request to Buyer icon will no longer be visible in the Actions column. Your status as a vendor for Missouri will appear as Pending until Approved by the state.



Once **Approved**, your organization can interact with the buying organizations' solicitation opportunities and Order transactions.

With a **Pending** status, your vendor organization can interact with the Buying Organizations solicitations but not Order transactions.

If your status is **Denied**, your vendor organization has been declined by the buying organization. No interaction with the specific Buying Organization is available within the system.

#### State of Missouri

**Additional Required Attributes:** Information on the **Additional Required Attributes for "State of Missouri"** can be found previously in this document in the **'Edit Demographic Information'** section.

Account Codes: The State of Missouri does not currently use this field.

Additional Terms: Missouri's Specific Terms and Conditions can be viewed on this page.

**Attachments:** Vendor specific attachments existing for the profile can be accessed. New Attachments can also be uploaded via the Attachments page.

**Service Level:** If a Buying Organization has established specific service levels to manage their vendors, the Service Level page will detail the specific terms. The State of Missouri does not require subscription service level selection by its vendors.

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